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**JOB BURNOUT AMONG SALESPERSON IN BANK RAKYAT
NORTHERN REGION**

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UUM
Universiti Utara Malaysia

MASTER IN ISLAMIC BUSINESS STUDIES

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**JOB BURNOUT AMONG SALESPERSON IN BANK RAKYAT NORTHERN
REGION**

By

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**Research Paper Submitted to
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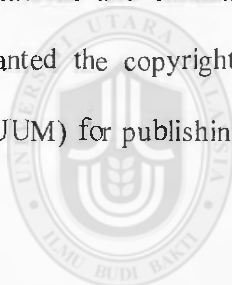
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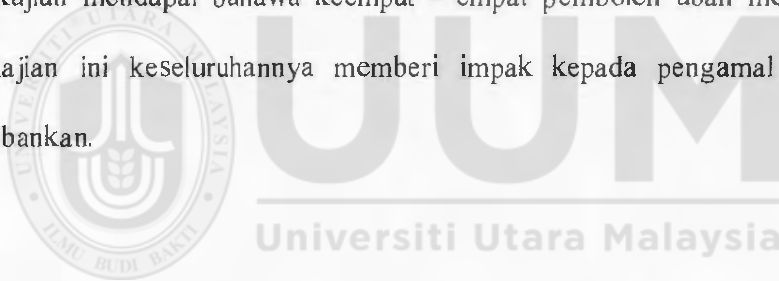
ABSTRACT

The factors contribution to job burnout study was able to gather some information pertaining to the respondent's profile and what they expect from the employer and also provides some useful insights on what employees expect from the employer and also on what they look into for them to perform in organization. This study examined relationship between job burnout toward Islamic work ethics, role conflict, role ambiguity and role overload. It was discovered has revealed through past literature that toward Islamic work ethics, role conflict, role ambiguity and role overload could be tested in banking sector. The objective of this study also to analyse the major factor that affects job burnout. This study utilised a quantitative method and was carried out specifically in Bank Rakyat at Northern Region. A total of 140 (74.28%) of the sets questionnaires were successfully collected. The findings of this study show that there was significant relationship between Islamic work ethics, role conflict, role ambiguity and role overload with job burnout. These finding were of a great value to both theory and practise and have vital implication for academicians and among banking sector.

Keyword: Job burnout, Islamic work ethics, role conflict, role ambiguity and role overload.

ABSTRAK

Kajian berkenaan dengan faktor terjadinya tekanan pekerjaan membolehkan mengumpul maklumat responden tentang apa yang mereka jangkakan daripada majikan dan membekalkan maklumat apa yang diperlukan oleh majikan terhadap pekerja. Kajian ini menganalisa tentang hubungan tekanan pekerja terhadap etika kerja islam, peranan konflik, peranan kecelaruan, dan peranan beban kerja. Didapati melalui kajian lepas bahawa etika kerja islam, peranan konflik, peranan kecelaruan, dan peranan beban kerja boleh dikaji di organisasi khususnya sector perbankan. Objektif kajian adalah untuk menilai faktor yang paling mempengaruhi tekanan kerja. Kajian ini menggunakan kaedah kuantitatif dan secara spesifiknya di Bank Rakyat kawasan utara. Seramai 140 (74.28%) daripada set soalan Berjaya dikumpul. Hasil kajian mendapati bahawa keempat – empat pemboleh ubah mempengaruhi tekanan kerja. Kajian ini keseluruhannya memberi impak kepada pengamal dari sector akademik dan perbankan.



Kata kunci : Tekanan kerja, etika kerja islam, peranan konflik, peranan kecelaruan, dan peranan bebanan kerja.

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CHAPTER1

INTRODUCTION

1.1 Background of the Study

This study focuses on the organization factors that contribute to job burnout among the salesperson in Bank Rakyat Northern Region. It is designed to determine the factors that influence the salesperson for instances role conflict, role ambiguity, role overload and Islamic work ethic. This study will conduct by questionnaires which will be distributed to the salesperson in Bank Rakyat Northern Region.

The Qur'an and Sunnah contained much guidance which could form the Muslim's key to success. Through the concept of work ethics which is contained in the Qur'an and Sunnah, Muslims should now move ahead to achieve higher levels ethically and economically in order to overcome the non-Muslim dominance in all aspect of human lives. In Islam, the source of ethics is its religious institution, transmitting a divine revelation to mankind. In other word, the Quran and Sunnah automatically become the source of akhlaq in Islam. Thus, all modes of behavior and character traits derived their goodness or badness from the sanction or otherwise of the holy book and the sayings and practices of the prophet Muhammad (s.a.w) who himself has been described as the best model of behavior for all believers. Islam lays great emphasis on work. In many places in the Quran and Hadith, it has been made clear that time should not be wasted. In the Qur'an, Allah draws attention to all the magnificent creations as an indication of the proper planning that leads to wonderful results for Muslims believe that He creates nothing haphazardly. God relates in the Qur'a how the heavens and

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APPENDIX A

(Questionnaire)



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Pusat Pengajian Perniagaan Islam
ISLAMIC BUSINESS SCHOOL
كلية إدارة الأعمال الإسلامية
Universiti Utara Malaysia

This research was conducted as part of requirement for the Master Islamic Business Studies in order to complete this course. This research was conducted to study **“Job Burnout Among Salesperson in Bank Rakyat Northern Region”**. In this questionnaire I had list down the factor (s) that consider important and related to this topic.

This organization had been selected as the respondent (s) for this research. This finding it's very important for my research and I would be very appreciating if you can spend a few minutes to answer this questionnaire. All the respondent(s) information's would be consider as confidential and only be used for the education purposes. Thank you for your commitment and willingness to participate in this study.

Thank you for your cooperation.

Kajian yang dijalankan ini adalah sebahagian daripada keperluan bagi pelajar tahun akhir Sarjana Pengajaran Perniagaan Islam untuk menamatkan pengajian. Kajian yang dijalankan ini adalah mengenai **“Tekanan Kerja Dikalaugan Wargakerja (Jualan/Pemasaran) di Bank Rakyat Wilayah Utara”**. Di dalam soal selidik ini, telah di senaraikan beberapa faktor yang difikirkan penting dan berhubungkait dengan kajian ini.

Organisasi ini telah terpilih untuk memberi maklumbalas dalam kajian ini. Penemuan ini amat penting bagi penyelidikan yang dijalankan dan saya amat berbesar hati jika anda dapat meluangkan masa untuk menjawab soal selidik ini. Semua maklumat yang diberikan adalah sulit dan hanya di gunakan untuk tujuan pembelajaran dan kajian ini sahaja. Terima kasih di atas kerjasama dan penglibatan anda di dalam kajian ini.

Terima kasih di atas kerjasama yang diberikan.

AZLI BIN ALANG

MASTER in ISLAMIC BUSINESS STUDIES

SECTION A: RESPONDENT DEMOGRAPHICS / MAKLUMAT RESPONDEN

Instruction: Please tick your answers / Arahan: Sila tandakan jawapan anda.

1. Gender / Jantina:

☐ Male / Lelaki

☐ Female / Perempuan

2. Age / Umur:

☐ 18 - 25 years / tahun

☐ 26 - 30 years / tahun

☐ 31 - 35 years / tahun

☐ 36 - 40 years / tahun

☐ 41 - 50 years / tahun

☐ 51 and above / tahun ke atas

3. Higher education level / Tahap pendidikan tertinggi:

☐ PMR / SPM / STPM

☐ Certificate / Sijil

☐ Diploma / Diploma

☐ Bachelor / Ijazah

☐ Master

☐ PhD

4. Occupation Status / Taraf Jawatan:

☐ Permanent / Tetap

☐ Contract / Kontrak

5. Number of years work in the organization / Tempoh bekerja di organisasi:

☐ 1 - 2 years / tahun

☐ 3 - 3 - 5 years / tahun

☐ 6 - 10 years / tahun

☐ Over 10 years / tahun ke atas

6. Monthly Income / Pendapatan Bulanan:

☐ Below than RM2000 / Kurang

☐ RM2001 - RM4000

☐ RM4001 - RM6000

SECTION B: JOB BURNOUT / TEKANAN KERJA

In this section, you are required to circle the most appropriate number against each, using the scale given below:

Dalam bahagian ini, anda dikehendaki membulatkan jawapan pada nombor berdasarkan skala yang diberi seperti di bawah:

Strongly Disagree / <i>Sangat Tidak Bersetuju</i>	Disagree/ <i>Tidak Bersetuju</i>	Not Sure/ <i>Tidak Pasti</i>	Agree/ <i>Bersetuju</i>	Strongly Agree / <i>Sangat Bersetuju</i>
1	2	3	4	5

1. I feel emotionally drained from my work.
Saya mengalami tekanan emosi daripada kerja.. 1 2 3 4 5
2. I feel exhausted at the end of my workday.
Saya berasa letih pada waktu akhir bekerja.. 1 2 3 4 5
3. I feel burned out from my work.
Saya berasa stress dengan kerja saya. 1 2 3 4 5
4. I feel frustrated with my job.
Saya berasa kecewa dengan kerja saya. 1 2 3 4 5
5. I feel that I have working too hard.
Saya berasa saya bekerja terlalu kuat 1 2 3 4 5
6. I feel fatigue when getting up in the morning and facing another day on the job.
Saya berasa keletihan semasa bangun pagi dan keesokan harinya. 1 2 3 4 5

SECTION C: ISLAMIC WORK ETHICS / ETIKA KERJA DALAM ISLAM

In this section, you are required to circle the most appropriate number against each, using the scale given below:

Dalam bahagian ini, anda dikehendaki membulatkan jawapan pada nombor berdasarkan skala yang diberi seperti di bawah:

Strongly Disagree / Sangat Tidak Bersetuju	Disagree/ Tidak Bersetuju	Not Sure/ Tidak Pasti	Agree/ Bersetuju	Strongly Agree / Sangat Bersetuju
1	2	3	4	5

1. **Cooperation is a virtue in work.** 1 2 3 4 5
Kerjasama adalah suatu kebaikan dalam melakukan kerja/tugas

2. **Laziness is a vice.** 1 2 3 4 5
Kemalasan adalah naib (faktor)

3. **Work is an obligatory activity for every capable individual.** 1 2 3 4 5
Kerja adalah aktiviti wajib bagi Setiap individu yang berkebolehan.

4. **Creative work is a source of happiness and accomplishment.** 1 2 3 4 5
Kerja-kerja kreatif adalah sumber kebahagiaan dan kejayaan.

5. **I feel that I have working too hard.** 1 2 3 4 5
Saya merasakan bahawa saya telah bekerja kuat dan baik.

6. **Dedication to work is a virtue.** 1 2 3 4 5
Dedikasi dalam kerja adalah suatu kebaikan.

SECTION D: ROLE CONFLICTS / KONFLIK

In this section, you are required to circle the most appropriate number against each, using the scale given below:

Dalam bahagian ini, anda dikehendaki membulatkan jawapan pada nombor berdasarkan skala yang diberi seperti di bawah:

Strongly Disagree / Sangat Tidak Bersetuju	Disagree/ Tidak Bersetuju	Not Sure/ Tidak Pasti	Agree/ Bersetuju	Strongly Agree / Sangat Bersetuju
1	2	3	4	5

1. I receive conflicting requests from two or more people.
Saya menerima arahan yang berbeza daripada dua atau lebih banyak pihak. 1 2 3 4 5
2. I work under incompatible guidelines.
Saya bekerja dibawah garis panduan yang tidak sesuai. 1 2 3 4 5
3. I received assignments without manpower to complete it.
Saya menerima tugas tanpa bantuan untuk menyiapkan. 1 2 3 4 5
4. I have to work under vague work orders.
Saya terpaksa bekerja dibawah arahan yang tidak jelas. 1 2 3 4 5

SECTION E: ROLE AMBIGUITY / KESAMARAN

In this section, you are required to circle the most appropriate number against each, using the scale given below:

Dalam bahagian ini, anda dikehendaki membulatkan jawapan pada nombor berdasarkan skala yang diberi seperti di bawah:

Strongly Disagree / Sangat Tidak Bersetuju	Disagree / Tidak Bersetuju	Not Sure / Tidak Pasti	Agree / Bersetuju	Strongly Agree / Sangat Bersetuju
1	2	3	4	5

1. I'm **not sure** what is expected of me in work. 1 2 3 4 5
Saya tidak tahu apa yang diharapkan dalam tugas saya.
2. There are **unclear** plans and goals for my job. 1 2 3 4 5
Terdapat matlamat rancangan dan objektif yang tidak jelas dalam tugas saya.
3. I **don't have a good** understanding of the task. 1 2 3 4 5
Saya tidak mempunyai kefahaman yang baik dalam tugas itu.
4. I **don't know** how much authority I have. 1 2 3 4 5
Saya tidak tahu tahap bidang kuasa yang saya ada.
5. I feel **uncertain** how I will be evaluated for a raise or promotion. 1 2 3 4 5
Saya tidak pasti bagaimana saya akan dinilai untuk dinaikkan pangkat atau gaji.

SECTION F: ROLE OVERLOAD / TIMBUNAN KERJA

In this section, you are required to circle the most appropriate number against each, using the scale given below:

Dalam bahagian ini, anda dikehendaki membulatkan jawapan pada nombor berdasarkan skala yang diberi seperti di bawah:

Strongly Disagree / Sangat Tidak Bersetuju	Disagree / Tidak Bersetuju	Not Sure / Tidak Pasti	Agree / Bersetuju	Strongly Agree / Sangat Bersetuju
1	2	3	4	5

1. It often seems like I have too much work for one person to do.
Saya kerap melakukan kerja yang terlalu banyak 1 2 3 4 5
2. The performance standards set for my job are too high.
Tahap pencapaian yang ditetapkan bagi tugas saya terlalu tinggi. 1 2 3 4 5
3. I have to rush to get everything done each day.
Saya terpaksa menyelesaikan semua kerja dalam keadaan tergesa-gesa setiap hari. 1 2 3 4 5
4. I am under pressure to take on more job responsibilities than I can comfortably handle.
Saya berasa tertekan apabila terpaksa menerima lebih tanggungjawab daripada yang mampu saya lakukan. 1 2 3 4 5

Thank you for your valuable time and willingness to participate in this study -

APPENDIXB

(Descriptive Statistics)



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FREQUENCY FOR GENDER

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	50	48.1	48.1	48.1
	female	54	51.9	51.9	100.0
	Total	104	100.0	100.0	

FREQUENCY FOR AGE

		Age			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 25 years	28	26.9	26.9	26.9
	26 - 30 years	23	22.1	22.1	49.0
	31 - 35 years	14	13.5	13.5	62.5
	36 - 40 years	20	19.2	19.2	81.7
	41 - 50 years	19	18.3	18.3	100.0
	Total	104	100.0	100.0	

FREQUENCY FOR EDUCATION

		Education			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PMR / SPM /STPM	29	27.9	27.9	27.9
	CERTIFICATE	9	8.7	8.7	36.5
	DIPLOMA	17	16.3	16.3	52.9
	BACHELOR	42	40.4	40.4	93.3
	MASTER	2	1.9	1.9	95.2
	PhD	5	4.8	4.8	100.0
	Total	104	100.0	100.0	

FREQUENCY FOR OCCUPATION STATUS

Occupation status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	permanent	76	73.1	73.1	73.1
	contract	28	26.9	26.9	100.0
	Total	104	100.0	100.0	

FREQUENCY FOR YEARS' WORK OF EXPERIENCE

Years' work of experience in the organization					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 -2 years	31	29.8	29.8	29.8
	3-5 years	22	21.2	21.2	51.0
	6-10 years	14	13.5	13.5	64.4
	over 10 years	37	35.6	35.6	100.0
	Total	104	100.0	100.0	

FREQUENCY FOR MONTHLY INCOME

Monthly income					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	below than RM2000	23	22.1	22.1	22.1
	RM2001 - RM4000	61	58.7	58.7	80.8
	RM4001 - RM6000	20	19.2	19.2	100.0
	Total	104	100.0	100.0	

APPENDIXC

(Reliability Test)



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RELIABILITY TEST FOR ROLE CONFLICT

Reliability Statistics	
Cronbach's Alpha	N of Items
.723	4

RELIABILITY TEST FOR ROLE AMBIGUITY

Reliability Statistics	
Cronbach's Alpha	N of Items
.843	5

RELIABILITY TEST FOR ROLE OVERLOAD

Reliability Statistics	
Cronbach's Alpha	N of Items
.735	4

RELIABILITY TEST FOR ISLAMIC WORK ETHICS

Reliability Statistics	
Cronbach's Alpha	N of Items
.839	6

RELIABILITY TEST FOR JOB BURNOUT

Reliability Statistics	
Cronbach's Alpha	N of Items
.863	6

APPENDIXD

(Normality Test)

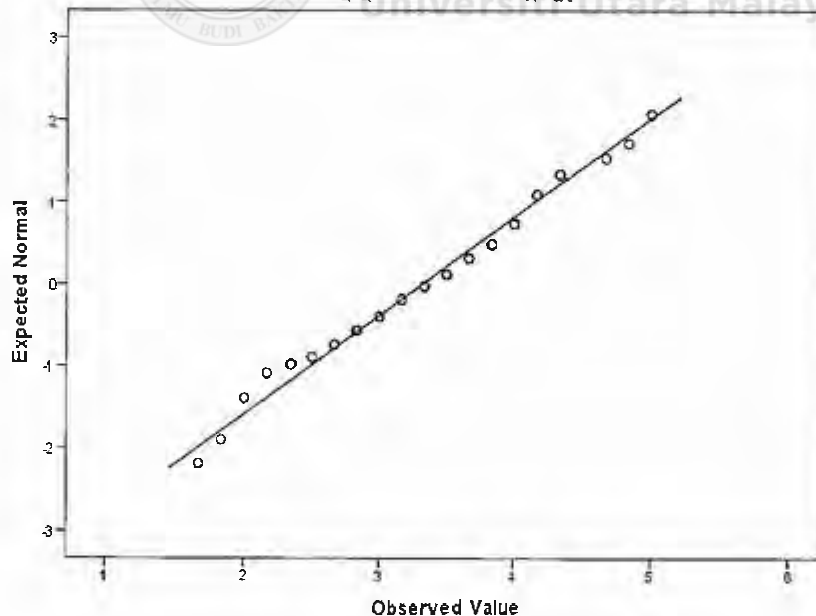


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NORMALITY TEST FOR JOB BURNOUT

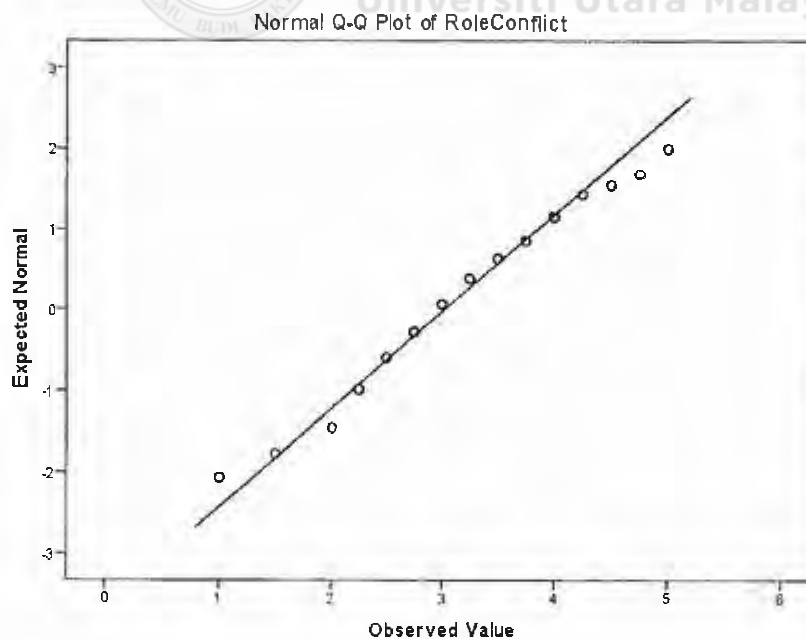
Descriptives			
		Statistic	Std. Error
JobBurnout	Mean	3.3173	.08133
	95% Confidence Interval for Mean	Lower Bound	3.1560
		Upper Bound	3.4786
	5% Trimmed Mean	3.3102	
	Median	3.3333	
	Variance	.688	
	Std. Deviation	.82945	
	Minimum	1.67	
	Maximum	5.00	
	Range	3.33	
	Interquartile Range	1.33	
	Skewness	-.098	.237
	Kurtosis	-.685	.469

Normal Q-Q Plot of JobBurnout



NORMALITY TEST FOR ROLE CONFLICT

Descriptives		Statistic	Std. Error
RoleConflict	Mean	3.0192	.08153
	95% Confidence Interval for Mean	Lower Bound	2.8575
		Upper Bound	3.1809
	5% Trimmed Mean	3.0069	
	Median	3.0000	
	Variance	.691	
	Std. Deviation	.83149	
	Minimum	1.00	
	Maximum	5.00	
	Range	4.00	
	Interquartile Range	1.00	
	Skewness	.245	.237
	Kurtosis	.356	.469

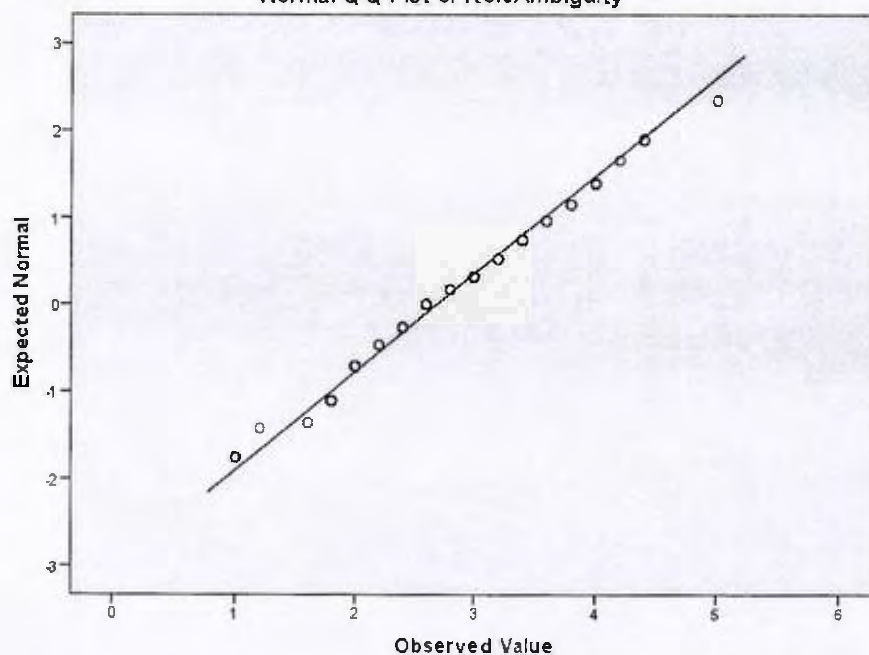


NORMALITY TEST FOR ROLE AMBIGUITY

Descriptives

		Statistic	Std. Error
RoleAmbiguity	Mean	2.6885	.08671
	95% Confidence Interval for Mean	Lower Bound	2.5165
		Upper Bound	2.8604
	5% Trimmed Mean	2.6838	
	Median	2.6000	
	Variance	.782	
	Std. Deviation	.88431	
	Minimum	1.00	
	Maximum	5.00	
	Range	4.00	
	Interquartile Range	1.40	
	Skewness	.104	.237
	Kurtosis	-.389	.469

Normal Q-Q Plot of RoleAmbiguity

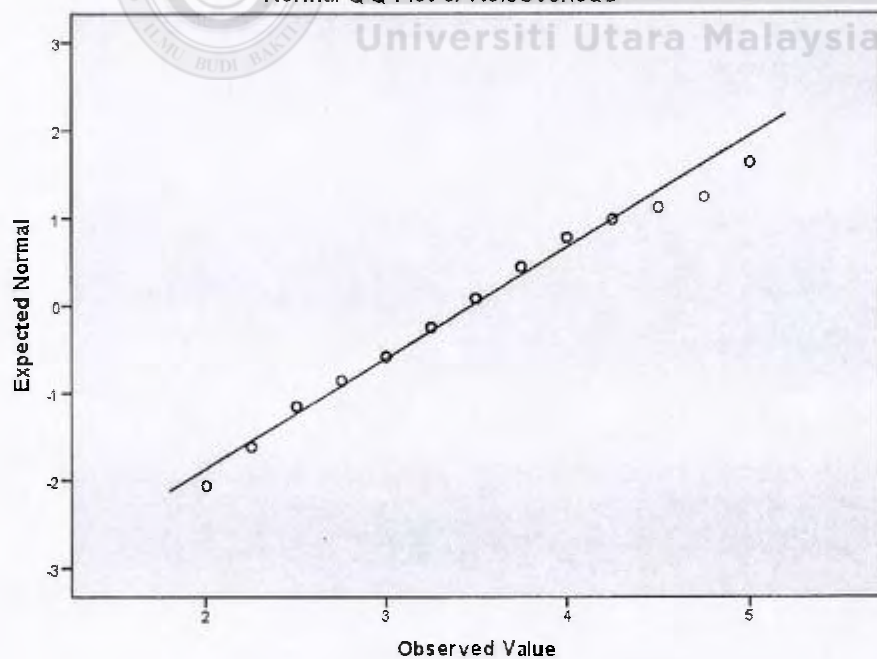


NORMALITY TEST FOR ROLE OVERLOAD

Descriptives

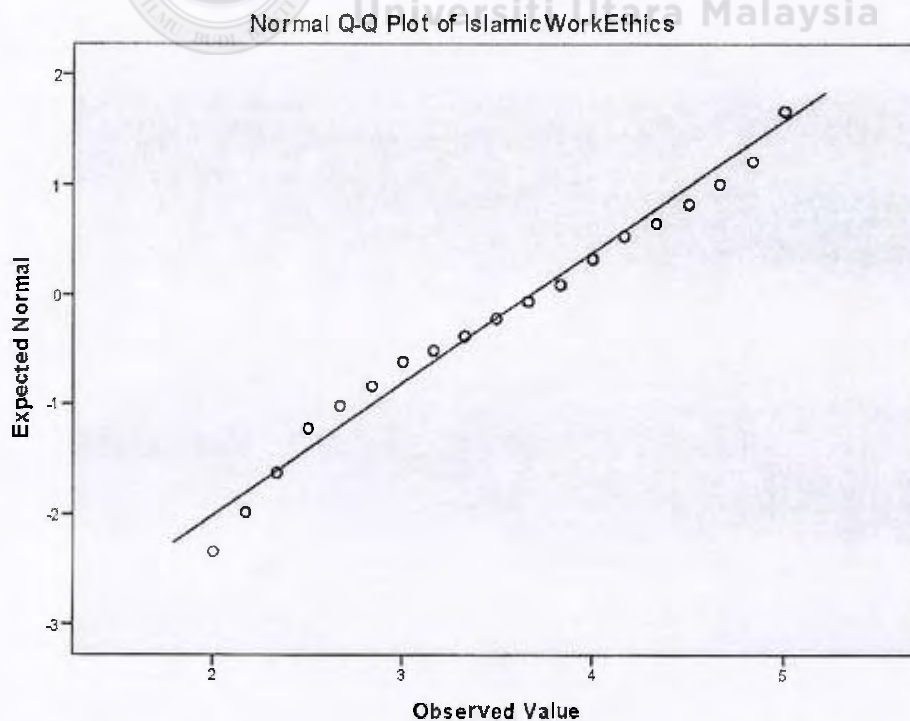
		Statistic	Std. Error
RoleOverload	Mean	3.4736	.07721
	95% Confidence Interval for Mean		
	Lower Bound	3.3204	
	Upper Bound	3.6267	
	5% Trimmed Mean	3.4647	
	Median	3.5000	
	Variance	.620	
	Std. Deviation	.78743	
	Minimum	2.00	
	Maximum	5.00	
	Range	3.00	
	Interquartile Range	1.00	
	Skewness	.320	.237
	Kurtosis	-.423	.469

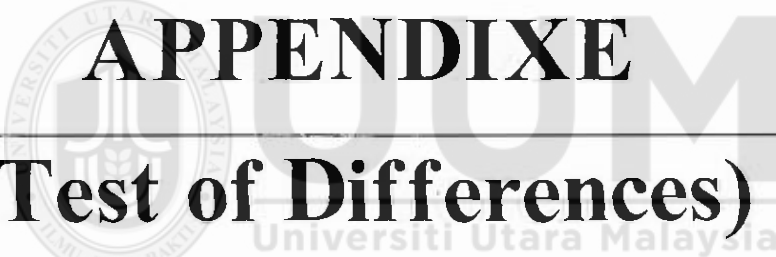
Normal Q-Q Plot of RoleOverload



NORMALITY TEST FOR ISLAMIC WORK ETHICS

Descriptives		Statistic	Std. Error
IslamicWorkEthics	Mean	3.6763	.08198
	95% Confidence Interval for Mean		
	Lower Bound	3.5137	
	Upper Bound	3.8389	
	5% Trimmed Mean	3.6845	
	Median	3.6667	
	Variance	.699	
	Std. Deviation	.83602	
	Minimum	2.00	
	Maximum	5.00	
	Range	3.00	
	Interquartile Range	1.33	
	Skewness	-.083	.237
	Kurtosis	-1.025	.469





APPENDIXE

(Test of Differences)

INDEPENDENT SAMPLES T-TEST: GENDER

Group Statistics					
	gender	N	Mean	Std. Deviation	Std. Error Mean
JobBurnout	male	50	3.3967	.76775	.10858
	female	54	3.2438	.88353	.12023

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
JobBurnout	Equal variances assumed	2.256	.136	.938	102	.350	.15284	.16288	-.17024	.47592
	Equal variances not assumed			.943	101.604	.348	.15284	.16200	-.16851	.47419

INDEPENDENT SAMPLE T-TEST: OCCUPATION STATUS

Group Statistics					
	occstatus	N	Mean	Std. Deviation	Std. Error Mean
JobBurnout	permanent	76	3.3246	.84892	.09738
	contract	27	3.2840	.80039	.15404

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
JobBurnout	Equal variances assumed	.231	.632	.217	101	.829	.04061	.18746	-.33125	.41247
	Equal variances not assumed			.223	48.262	.825	.04061	.18223	-.32574	.40697

ONE-WAY ANOVA: AGE

Descriptives

JobBurnout

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
18 - 25 years	28	3.1310	.77294	.14607	2.8312	3.4307	1.83	4.33
26 - 30 years	23	3.3841	.81096	.16910	3.0334	3.7347	1.67	5.00
31 - 35 years	14	3.5595	.66219	.17698	3.1772	3.9419	2.67	5.00
36 - 40 years	20	3.1917	.95402	.21333	2.7452	3.6382	1.67	5.00
41 - 50 years	19	3.4649	.90195	.20692	3.0302	3.8996	2.00	4.83
Total	104	3.3173	.82945	.08133	3.1560	3.4786	1.67	5.00
Model			.83021	.08141	3.1558	3.4788		
Fixed Effects				.08141 ^a	3.0913 ^a	3.5433 ^a		
Random Effects								

a. Warning: Between-component variance is negative. It was replaced by 0.0 in computing this random effects measure.

Test of Homogeneity of Variances

JobBurnout

Levene Statistic	df1	df2	Sig.
.969	4	99	.428

ANOVA

JobBurnout

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.626	4	.656	.952	.437
Within Groups	68.236	99	.689		
Total	70.862	103			

ONE-WAY ANOVA: HIGHER LEVEL EDUCATION

Descriptives

JobBurnout

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
PMR / SPM	29	3.0747	.93285	.17323	2.7199	3.4296	1.67	5.00
/STPM	9	3.8704	.53215	.17738	3.4613	4.2794	3.00	4.83
CERTIFICATE	17	3.6373	.70768	.17164	3.2734	4.0011	2.67	5.00
DIPLOMA	42	3.1944	.79966	.12339	2.9453	3.4436	1.67	4.67
BACHELOR	2	3.4167	.58926	.41667	-1.8776	8.7109	3.00	3.83
MASTER	5	3.6333	.75829	.33912	2.6918	4.5749	2.50	4.33
PhD	104	3.3173	.82945	.08133	3.1560	3.4786	1.67	5.00
Total								
Mod el			.80502	.07894	3.1607	3.4740		
Fixed Effects								
Random Effects				.14642	2.9409	3.6937		

Test of Homogeneity of Variances

JobBurnout

Levene Statistic	df1	df2	Sig.
1.315	5	98	.264

ANOVA

JobBurnout

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	7.353	5	1.471	2.269	.053
Within Groups	63.509	98	.648		
Total	70.862	103			

ONE-WAY ANOVA: YEAR WORK EXPERIENCE

Descriptives

JobBurnout

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1 -2 years	31	3.1989	.67826	.12182	2.9501	3.4477	1.83	4.33
3-5 years	22	3.4545	.88518	.18872	3.0621	3.8470	2.00	5.00
6-10 years	14	3.5238	.86937	.23235	3.0219	4.0258	1.67	5.00
over 10 years	37	3.2568	.90061	.14806	2.9565	3.5570	1.67	5.00
Total	104	3.3173	.82945	.08133	3.1560	3.4786	1.67	5.00
Model			.83235	.08162	3.1554	3.4792		
Fixed Effects								
Random Effects				.08162 ^a	3.0576 ^a	3.5771 ^a		

a. Warning: Between-component variance is negative. It was replaced by 0.0 in computing this random effects measure.

Test of Homogeneity of Variances

JobBurnout

Levene Statistic	df1	df2	Sig.
1.254	3	100	.294

ANOVA

JobBurnout

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.581	3	.527	.761	.519
Within Groups	69.281	100	.693		
Total	70.862	103			

ONE-WAY ANOVA: MONTHLY INCOME

Descriptives

JobBurnout

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
below than RM2000	23	3.2246	.75814	.15808	2.8968	3.5525	1.83	4.33
RM2001 - RM4000	61	3.3770	.87130	.11156	3.1539	3.6002	1.67	5.00
RM4001 - RM6000	20	3.2417	.79926	.17872	2.8676	3.6157	1.67	4.83
Total	104	3.3173	.82945	.08133	3.1560	3.4786	1.67	5.00
Model								
Fixed Effects			.83448	.08183	3.1550	3.4796		
Random Effects				.08183 ^a	2.9652 ^a	3.6694 ^a		

a. Warning: Between-component variance is negative. It was replaced by 0.0 in computing this random effects measure.

Test of Homogeneity of Variances

JobBurnout

Levene Statistic	df1	df2	Sig.
.395	2	101	.675

ANOVA

JobBurnout

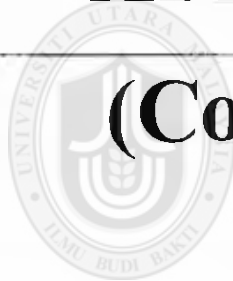
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.530	2	.265	.380	.685
Within Groups	70.333	101	.696		
Total	70.862	103			



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APPENDIX

(Correlation)



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TEST FOR CORRELATION

		Correlations				
		Job Burnout	Role Conflict	Role Ambiguity	Role Overload	Islamic Work Ethics
JobBurnout	Pearson	1	.472**	.527**	.583**	.518**
	Correlation					
	Sig. (2-tailed)		.000	.000	.000	.000
	N	104	104	104	104	104
RoleConflict	Pearson	.472**	1	.702**	.329**	.404**
	Correlation					
	Sig. (2-tailed)	.000		.000	.001	.000
	N	104	104	104	104	104
RoleAmbiguity	Pearson	.527**	.702**	1	.381**	.301**
	Correlation					
	Sig. (2-tailed)	.000	.000		.000	.002
	N	104	104	104	104	104
RoleOverload	Pearson	.583**	.329**	.381**	1	.339**
	Correlation					
	Sig. (2-tailed)	.000	.001	.000		.000
	N	104	104	104	104	104
IslamicWorkEthics	Pearson	.518**	.404**	.301**	.339**	1
	Correlation					
	Sig. (2-tailed)	.000	.000	.002	.000	
	N	104	104	104	104	104

** Correlation is significant at the 0.01 level (2-tailed).

APPENDIXG

(Multiple Linear Regression)



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MULTIPLE LINEAR REGRESSION

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	IslamicWorkEthics, RoleAmbiguity, RoleOverload, RoleConflict ^b		Enter

a. Dependent Variable: Job Burnout

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.727 ^a	.529	.510	.58088	.529	27.754	4	99	.000

a. Predictors: (Constant), IslamicWorkEthics, RoleAmbiguity, RoleOverload, RoleConflict

b. Dependent Variable: Job Burnout

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	37.458	4	9.364	27.754	.000 ^b
	Residual	33.404	99	.337		
	Total	70.862	103			

a. Dependent Variable: Job Burnout

b. Predictors: (Constant), IslamicWorkEthics, RoleAmbiguity, RoleOverload, RoleConflict

Coefficients^a

Model	Unstandardized Coefficients		Standard ized Coeffie nis	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partia l	Part	Tolera nee	VIF
1 (Constant)	.090	.323		.278	.782					
RoleConflict	.046	.101	.046	.452	.652	.472	.045	.031	.466	2.145
RoleAmbigu ity	.249	.093	.266	2.670	.009	.527	.259	.184	.481	2.077
RoleOverlo ad	.387	.081	.367	4.754	.000	.583	.431	.328	.799	1.252
IslamicWork Ethics	.293	.077	.295	3.802	.000	.518	.357	.262	.789	1.268

a. Dependent Variable: JobBurnout

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	1.8974	4.8119	3.3173	.60305	104
Std. Predicted Value	-2.355	2.478	.000	1.000	104
Standard Error of Predicted Value	.075	.235	.122	.036	104
Adjusted Predicted Value	1.8884	4.8247	3.3200	.60429	104
Residual	-1.44415	1.22419	.00000	.56948	104
Std. Residual	-2.486	2.107	.000	.980	104
Stud. Residual	-2.540	2.151	-.002	1.004	104
Deleted Residual	-1.50775	1.27509	-.00265	.59771	104
Stud. Deleted Residual	-2.614	2.192	-.003	1.013	104
Mahal. Distance	.711	15.812	3.962	3.180	104
Cook's Distance	.000	.080	.010	.015	104
Centered Leverage Value	.007	.154	.038	.031	104

a. Dependent Variable: JobBurnout

